

BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM
MADHYA GUJARAT VIJ CO LIMITED
CORPORATE OFFICE, 2ND FLOOR SP VIDYUT BHAVAN,
RACECOURSE, VADODARA 390 007

Subject	Consumer Grievances Complaint No.MG-I-21-2011.12
Complainant	Shri Babubhai M Patel at Block No.49, Suvarnapuri, Mangalam, Vadodara.
Respondent	Shri N D Pradhan, Deputy Engineer of MGVCL
Date of hearing	15.7.2011

QUORUM	NAME
Chairman	Shri K M Dave, MGVCL
Member	Shri K R Shah, MGVCL
Independent Member	Shri M J Vaidya, Vadodara

The complaint dated 22.6.11 is for high electricity bill.

Today on 15.7.2011, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein nobody, appeared on behalf of Shri Babubhai M Patel, whereas Shri N D Pradhan Deputy Engineer appeared as respondent on behalf of MGVCL before the Forum.

The brief details of the case are :

1. Shri Babubhai M Patel has consumer No.15115/00289/2 at Block No.49, Suvarnapuri, Mangalam, Vadodara
2. Somebody else without any authorization has complaint about excess bill stating that when the owner was staying the bill was coming less and now it has increased
3. It is not clear from the letter why is now in possession of the house and why consumes the electricity.

The representative of the complainant did not appear before the Forum.

The Respondent Shri N D Pradhan Deputy Engineer of MGVCL contended that he is not aware of the complaint, however, he will look into the matter.

The Forum Members present at the hearing considered contention of both the parties and perused the records. Looking to the bills of Feb, March and Apr-2011, it shows the amounts Rs.1092/, Rs.1360/ and Rs.1214/ respectively. The bill of May-11 is Rs.1772.59. May month is a month of scorching heat. Hence, increase in consumption cannot be ruled out.

In view of the above discussion, the Forum is of the opinion that the complainant should approach sub-division with authorization letter and ask

for meter checking if he desires so. Deputy Engineer may further arrange for meter testing after the complainant completes the formalities.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to arrange for meter testing if the complainant desires so after having authorization letter from the owner and having completed all formalities for meter testing.

(K R Shah)
Member

(M J Vaidya)
Independent Member

(K M Dave)
Chairman

PS :

If the complainant is not satisfied with the order of this Forum, the complainant may approach the Ombudsman, Gujarat Electricity Regulatory Commission, 1st floor, Neptune Tower, OPP: Nehru Bridge, Ashram Road, Ahmedabad 380 009 in accordance with Chapter-5, Clause No.13 of GERC Notification No.4 of 2005.

Procedure to make representations before Ombudsman***

1. Representation should be in writing duly signed by the complainant with his name and address.
2. Representation should be supported with affidavit.
3. True copy of order of Forum and original complaint made before Forum should be attached. Enclosed documents should be certified copies of the original documents.
4. The representation before Ombudsman should be submitted within 30 days from the date of order of Forum.
5. Copy of representation should be submitted at the office of Ombudsman. Copy of representation should be submitted to all respondents.
6. If the complainant is required to pay any amount according to the order of Forum, one-third of such amount should be deposited by complainant and proofs should be attached along with the representation.
7. The matter should not be pending before the competent Forum or any other court, tribunal, arbitrator or any other authority.
8. All representations should be with a sufficient cause, reasonable diligence causing the consumer prima facie loss and damages / inconvenience.
9. Representation may be submitted in English or Gujarati language

*** <http://www.gercin.org/docs/Cosumer%20Grievances/Procedure/Procedure.pdf>